

PENNSYLVANIA

Consumer Sentinel Complaint Figures

January 1 - December 31, 2006

Total Number of Fraud and Identity Theft Consumer Complaints = 24,322



Fraud Complaints from Pennsylvania Consumers = 16,242

Top Fraud Complaint Categories for Pennsylvania Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Prizes/Sweepstakes and Lotteries	2,318	14%
2	Shop-at-Home/Catalog Sales	1,936	12%
3	Internet Services and Computer Complaints	1,437	9%
4	Internet Auctions	1,298	8%
5	Foreign Money Offers	682	4%

¹Percentages are based on the total number of fraud complaints from Pennsylvania consumers (16,242).

Amount Paid Reported by Pennsylvania Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
16,242	\$25,768,463	13,982	86%	\$1,843

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Pennsylvania consumers (13,982). Four consumers reported an amount paid of \$1 million or more.



Identity Theft Complaints from Pennsylvania Victims = 8,080

Identity Theft Types Reported by Pennsylvania Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	2,467	31%
2	Phone or Utilities Fraud	1,367	17%
3	Bank Fraud ²	1,143	14%
4	Government Documents or Benefits Fraud	806	10%
5	Employment-Related Fraud	594	7%
6	Loan Fraud	420	5%
	Other	2,029	25%
	Attempted Identity Theft	597	7%

¹Percentages are based on the 8,080 victims reporting from Pennsylvania. Percentages add to more than 100 because approximately 18% of victims from Pennsylvania reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.